

## **Complaint about childcare provision**

Ref: 253397/5567498

Date: 4 December 2023

### **Summary of outcome**

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage, which you can find at [www.gov.uk/government/publications/early-years-foundation-stage-framework--2](https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 20 October 2023, we received concerns that the provider was not meeting some of these requirements.

On 14 November 2023, we carried out a regulatory visit. We found the provider was not meeting some of these requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 28 November 2023:

- ensure staffing arrangements meet the needs of all children through the effective deployment of staff
- ensure that all reasonable steps are taken to safeguard children from risks, and put in place a robust risk assessment that is understood and implemented by all staff
- provide support and training for staff, so that they understand their roles and responsibilities to ensure that they offer quality learning experiences for children.

On 4 December 2023, we carried out a regulatory phone call to monitor the provider and ensure the actions were successfully completed. The provider has reviewed its risk assessment process and put new systems in place to ensure the safety of children, indoors and outdoors. This has included moving the outdoor play area and changing the fire evacuation point. The provider has provided support and ongoing training for staff to improve learning experiences for children and ensure better staff deployment to more effectively meet children's needs.

The provider is still registered with Ofsted.

## **Publication of complaints**

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).